

DIR Communication Technology Services (CTS)

Contact: <u>Telecom.solutions@dir.texas.gov</u>

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: CenturyLink

Vendor website: http://www.qwest.com/texan-ng/

Service Area: Voice

Category: VoIP

CenturyLink VOIP (VOICE OVER IP)

Qwest iQ® Managed VoIP is an Internet protocol (IP) application that provides real-time, two-way voice capability in IP over a broadband connection. CentryLink's IP voice suite, which includes CentryLink VoIP Long Distance and VoIP Toll-Free Services, provides the ability to originate long distance calls within the PSTN and receive inbound 1-8XX toll-free calls from the PSTN via SIP (Session Initiation Protocol) format.

* This is a CenturyLink billed service

SERVICE DELIVERY SLA

Quote Request

10 Business Days

Installation Interval

45 Business Days

Disconnect

30 Business Days

Service Term

12 Months

PERFORMANCE SLA

Availability

100% monthly

Mean Time to Repair (MTTR)

4 hours / instance

NOTE: MTTR does not include time to update status between DIR and Vendor.

CUSTOMER RESPONSIBILITY

With the exception of the fully bundled package offering, the customer will need to provide:

- a) routing equipment with the ability to process IP traffic with different levels of QOs (Quality of Service)
- b) dedicated T1-IP
- c) Demarc extension: if demarc extension is required by the LEC, it should be requested at the time of order. The cost for demarc extension is a separate NRC charge.

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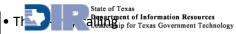
CenturyLink VoIP (Voice over IP) PRICING **Basic & Office Options** # of Users Total Office Seat Example 01-19 \$18.46 \$18.46 1 Seat 20 - 49 \$17.68 \$353.60 20 Seat 50 - 99 \$17.16 \$858.00 50 Seats 100 - 499 \$16.38 \$1,638.00 100 Seats 500 - 999 \$15.60 \$7,800.00 500 Seats 1000 - 4999 \$15.08 \$15,080.00 1000 Seats 5000 - 9999 \$14.82 \$74,100.00 5000 Seats 10,000+ \$14.56 \$145,600.00 10,000 Seats **Basic & Office Options**

# of Users	MRC	Total	Office Seat Example
0 1 - 19	\$35.87	\$35.87	1 Seat
20 - 49	\$34.84	\$696.80	20 Seat
50 - 99	\$34.32	\$1,716.00	50 Seats
100 - 499	\$32.76	\$3,276.00	100 Seats
500 - 999	\$31.72	\$15,860.00	500 Seats
1000 - 4999	\$29.64	\$29,640.00	1000 Seats
5000 - 9999	\$27.56	\$137,800.00	5000 Seats
10,000+	\$25.47	\$254,696.00	10,000 Seats

Ancillary Services:				
White Pages Listing	\$2.03			
Yellow Pages Listing	\$2.03			
Microsoft Outlook Integration	\$9.35			
Integrated Messaging	\$9.35			

Office package includes:

- Unlimited local and 8XX outbound calling
- Unlimited on-net calling (user to another user)
- E911 and V911 dialing2
- Personal online dashboard with:
- Call logs
- Contact manager
- Click-to-call
- Click for voice mail
- Voice mail with:
- E-features
- Indicator (CPE feature)
- One-button push
- Office administrator account profile
- Distinctive ring
- Abbreviated dialing
- Caller ID
- Call waiting
- Call hold
- Call block
- Call transfer
- Call forwarding
- Smart call forwarding
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- Pick Up Groups
- Call Park
- Do not disturb Speed dial
- Repeat dialing
- Hunt groups
- Multi-line / bridge line appearance
- Paging
- Auto Attendant
- Unified Messaging
- 24/7 telephone customer support

Office Enhanced Package (includes Office features) plus:

- Microsoft® Outlook® integration
- Remote calling

Basic Seats - (can only be purchased with Office or Office Enhanced)

Voice Only - No voicemail (ideal for Lobby phone)



Voice over Internet Protocol (VoIP)

VoIP Service is generally available throughout the State. Hi-Cap service is subject to infrastructure availability.